

BreastScreen

AUSTRALIA

A joint Australian, State and Territory Government Program

BREASTSCREEN AUSTRALIA – OUR COMMITMENT TO QUALITY

BreastScreen Australia and quality

All BreastScreen Australia services are regularly reviewed to ensure women are getting a high quality service. This brochure describes BreastScreen Australia's approach to measuring and demonstrating the quality of the services provided.

Measuring quality

The performance of every BreastScreen Australia service is assessed against a set of nationally agreed standards. More than 170 standards cover all the different parts of the BreastScreen Australia program.

All BreastScreen Australia services are visited regularly by teams of people who review the Service's performance in relation to the national standards. The National Quality Management Committee, which includes women who represent consumers' views, looks at the results of each review.

In between these reviews, all services regularly measure themselves against the national standards. In addition, each service provides an annual report on key standards to the National Quality Management Committee.

Accreditation as a sign of quality

Accreditation is the process that evaluates the overall BreastScreen Australia service. All services must participate in the accreditation process to be part of BreastScreen Australia. The accreditation system includes checking that services meet standards through visits, self-assessment and reporting to the National Quality Management Committee.

There are five levels of accreditation:

- Four year accreditation with commendation (provides an exceptionally high quality service);
- Four year accreditation (provides a high quality service);

- Two year accreditation (provides a good quality service and meets all the high level standards but not all of the lower level standards);
- Two year accreditation with high priority recommendations (provides a good quality service but needs extra work to meet some of the higher level standards). Progress against the recommendations is monitored by the National Quality Management Committee; and
- Provisional accreditation (a new Service).

How we demonstrate quality

Accredited Services receive a certificate to display where all women attending the Service can see it.

Tell us what you think

BreastScreen Australia cares about your views on the quality of the service you have received. If you would like to provide feedback on any aspect of your visit to BreastScreen Australia, please email cancerscreening@health.gov.au BreastScreen Australia takes your comments seriously and will follow up with you, if you wish.

For more information about BreastScreen Australia, visit our website at www.cancerscreening.gov.au

For general information about the program or to make an appointment please phone 13 20 50.

For a specific query regarding the BreastScreen Australia program in your State or Territory, contact details are overpage.

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